
Using the Background Terminal

The Background Terminal (BGD) helps you manage your Meridian 1 system by carrying out orders that you type in from a terminal keyboard. The BGD also provides you with information to help you figure out how to operate your system to best meet your needs.

Various system and individual options are available through the Background Terminal (BGD).

System options

- Assign BGD terminal options, such as read only, read/write, and print only
- Assign unique identification codes to terminals
- Restrict terminal access to features
- Direct printouts to specific terminals
- Assign automatic daily routines
- Allow or deny range entry for room DNs
- Allow or deny the substitution of X in a room DN
- Provide a confirmation message each time data is manually changed by entering a terminal command
- Provide Automatic Wake Up traffic statistics, and display messages
- Assign unique two-letter language identifiers for use with Multi-Language Automatic Wake Up

Individual feature options

Automatic Wake Up

- Set automatic display of particular types of wake-up events as they happen
- Set the activation time for secondary wake-up announcement

Message Registration

- Set a unit cost figure to generate total call charges for metered calls
- Set the automatic display option for particular DNs on for some, off for others

Room Status

- Set the ready for sale print criteria
- Set the language ID for Automatic Wake Up messages
- Set the time for automatic update of room cleaning status
- Define automatic room status applied with check-in command
- Set automatic display of room status changes from particular sources as they happen
- Assign guest rooms to categories

Call Party Name Display

- Set CPND name assignments for eligible DNs

Accessing the Background Terminal

The BGD mode is automatically accessed, and no login procedures are necessary. Use the LOGI password sequence for service change administration access, if configured.

After logging out of the Service Change Administration mode, the terminal reverts to its previous parameter settings in the Background mode. The Background command set is recognized once again.

Note: After service change, the BGD terminal is ready for use. It has unrestricted access to the BGD features.

Commands

The BGD is command oriented. In order to accomplish any task in a Background Terminal, a command must be entered. Command keywords define the action and the feature to which the action is to be directed. Only the first two characters of any command keyword need to be typed on a command line.

- Commands are terminated by pressing the return key <CR>.
- Time is entered and retrieved using the 24-hour clock.
- Entering ***** stops the current activity.

Items shown in bold upper-case characters (**SE**, for example) are actual commands expected by the system, except for values in parenthesis. Items in parenthesis are default or optional values and need not be entered.

Items shown in non-bold lower-case characters represent variables. They indicate the form that information should take and are not typed in as they appear. For example, the range of directory numbers for a set of rooms is represented by “dn1 dn2.”

Directory number expansion

With X11 Release 13 and later, Directory Number Expansion (DNXP) is introduced to allow an internal DN to have up to seven digits. If this package is equipped, any BGD command, response, or display containing a DN field is expanded to accommodate up to seven digits.

User modifications

After service change, the BGD is ready for use with unrestricted access to Background features. The customer or user may want to change certain system criteria or impose certain system and/or terminal restrictions by changing the BGD option settings. This, in effect, customizes the BGD arrangement to suit the needs of the customer.

Configure port and identification codes

All BGD TTYs are assigned Physical SDI Device Numbers associated with their assigned ports. The ports or terminals in your system each have a number to identify them, and they can also be assigned a two-letter port ID. In order to print something at a terminal other than the one at which you are typing, that terminal must have a port ID. The port ID can be two letters or a letter and a number. It cannot be completely numeric.

The following combinations of letters cannot be used, because they are used in commands:

AU, FI, IS, LO, ME, OP, PO, PR, SE, ST, TR, WA

To assign a two-letter port ID to a terminal:

SEt OPTION Identifier nn id <CR>

where:

nn = port number

id = two-letter ID

To change the port ID of a terminal:

SEt OPTION ID oldname newname <CR>

Print port

To print port information, use the following print commands:

(P)rint) P)ort

This command prints the current setting for all terminals.

(P)rint) O)ptions

This command prints the current option setting for all terminals.

Configure terminals

This section describes how to set which terminals will be allowed to perform which functions. There are two basic types of restrictions you can make.

- **Restrict terminal to a feature or features.** A terminal can be allowed to set Automatic Wake Up, Message Registration, Room Status, or Call Party Name Display only, or any combination of these features.
- **Restrict access to data.** A terminal can be allowed to either change values or just read information. A terminal can be assigned to print reports or to display messages. For just printing or display, you can use a printer that does not have a keyboard.

Restrict terminal features

- To allow a particular terminal to set system features:

SEt O)ption P)ort portID item(s) (O)N <CR>

- To deny a particular terminal permission to set system features:

SEt O)ption P)ort portID item(s) O)ff <CR>

To see what all the terminals in your system are currently set to (see [“Print terminal setting” on page 21](#) for a sample listing):

(P)rint) P)ort <CR>

Operating parameters

The choices you can use as items in the commands listed above are listed below.

- MEter
- OPtion
- SStatus
- WAKE
- Call Party Name Display

An Option terminal is one that can change the configuration and the options for the whole system. You must retain at least one terminal as the Option terminal.

Any combination of features is possible. For example, a terminal that can be used for both Room Status and Automatic Wake Up, but not for Message Registration, would be set to SStatus WAKE.

Restrict terminal access to data

- To allow access to data:
SEt OPtion PORt portID item(s) (ON) <CR>
- To restrict access to data:
SEt OPtion PORt portID item(s) OFF <CR>
- To allow a terminal to read data but not change it:
SEt OPtion PORt portID REad (ON) <CR>
- To designate a terminal as a printer:
SEt OPtion PORt portID PRint (ON) <CR>
- To prevent a terminal from being able to change data:
SEt OPtion PORt portID SEt OFF <CR>

Operating parameters

The choices you can use as items in the commands listed above are listed below.

- **SEt** can change data
- **REad** allows read only, cannot change data
- **DIsgay** displays messages
- **PRint** prints reports requested at another terminal

Any combination of these is possible.

You can combine feature restriction and access restriction. When typing the command the feature comes first, the access second. For example

SEt OPTion POrt portID WAKE DIsgay (ON) <CR>

would assign to this terminal the job of displaying wake-up messages.

SEt OPTion POrt portID MEter PRint (ON) <CR>

would assign this terminal to be the printer for the Message Registration feature.

- Note 1:** You must have one **OPtion** terminal that can reset system options if you need to in the future.
- Note 2:** Only one terminal can have its restrictions changed in one command line. You may use either its number or its two-letter port ID to identify it.
- Note 3:** You cannot turn options **ON** and **OFF** in the same command. The words **ON** or **OFF** always come at the end.
- Note 4:** To set everything **OFF** for a particular terminal, type **SEt OPtion POrt portID OFF <CR>**

Table 4
Set command to restrict or allow access to features examples

Input	Comments
SEt OPtion POrt portID WAKE (ON) <CR>	Allow this terminal to access Automatic Wake Up
SEt OPtion POrt portID SStatus OFF <CR>	Restrict this terminal from accessing Room Status

Managing terminal restrictions

- Follow these steps to manage terminal restrictions more easily.
- 1 Decide what you want each terminal to do, on paper.
 - 2 Decide which terminal will be the **OPtion** terminal, retaining control over what the others can do.
 - 3 Using this terminal, turn **OFF** everything on each of the others (see Note 4 above).
 - 4 Turn **ON** what you want.

Define options for the Set command

The four options you can define for the Set command are listed below.

- ALI
- X substitution
- RAnge
- COnfirm

You may choose to disallow the setting of all DNs to some value.

- To disallow the setting of all DNs to some value:

SEt Option ALI Off <CR>

- To disallow the use of X to represent all possible values 0–9 of a digit in a DN, so that groups of DNs which have some pattern may all be set to some value:

SEt Option X Off <CR>

For example:

A certain class of rooms ends with 6.

12X6 will set 1206, 1216, 1226, 1236, and so on.

All rooms on the 14th floor have DNs which start with 14.

14XX will set 1400-1499 to some value.

- To disallow a sequential range of DNs to be set to a value by giving the first and last numbers in the range:

SEt Option RAnge Off <CR>

If the RAnge option is set off, ALI is also set off.

- To disallow your input to be echoed or repeated on the line underneath for confirmation:

SEt Option COnfirm Off <CR>

— To turn all options off:

SEt OPTion OFF <CR>

— To turn all options on:

SEt OPTion ON <CR>

Operating parameters

More than one option can be entered on each command line. For example,

SEt OPTion X COnfirm OFF <CR>

will turn off both X substitution and the confirmation echo.

The word OFF always comes at the end. If an option is turned off and someone attempts to type a command using it, the message **COMMAND OFF** will appear.

To turn these options back on, simply use the word ON in place of the word OFF. For example, to turn the ALI option and the RANGE option back on:

SEt OPTion ALI RAnge ON <CR>

To find out which options are set on and which are set off:

(PReint) OPTion <CR>

In the chart that is printed as a response, look for the words ALL, RANGE, CONFIRM, and X RANGE.

Print system settings

You can use your terminal to print out the current BGD settings with this command:

(P)rint (O)ption <CR>

The options are:

- Set options—ALl, COntain, RAnge, X RAnge
- Guest room category names
- For sale definition
- Check-in/check-out definition
- Unit cost amount for metered calls
- Display control
- Time selection and cleaning status update methods
- Terminal IDs and functions
- MLWU language ID

Operating parameters

When your Meridian 1 system first comes into service, some options are set ON, and others OFF.

Enter the Print command to find out how the options are set.

Table 5
System options printout example

ALL	ON							
CONFIRM	OFF							
RANGE	ON							
X RANGE	ON							
CATEGORY	1: 1BED	2: 2BED	3: KTCH	4:	5:			
	6:	7:	8:	9:	10:			
	11:	12:	13:	14:	15:			
CHECK	CO	DN	MW	RE	TL	WA	LA	VI
DISPLAY	ME	ST:	DE	CC	DI	RM	WA: AN	RE
SALE	PA	VA						
TIME	DETECT	OFF						
	DIAL	ON						
	RAN2	OFF						
	REQUEST	OFF						
LANG	0: EN	1: SP	2: GR	3: FR	4: JP	5: CH		
00 PORT 0	WA: SE	** DI	ME: SE	** **	OP: SE	** **	ST: SE	

Print terminal setting

You can print a list showing the number, name, and setting for each terminal.

— To find out the ID and current setting of all terminals in your system:

(P)rint (P)ort <CR>

Example printout:

```
04 PORT HC WA: SE *** ME: ***** OP: *** ** ST: *****
```

Terminal 4, also called HC, is a SEt terminal for wake-up. Asterisks (*) mean that other functions are turned OFF for this terminal.

Within each feature, the order of functions is: SEt or REad, PRint, DIsplay.

— To find out the Terminal Number and the port ID of the terminal you are currently using:

*** <CR>**

A reply example follows.

```
TTY 01 SCH MTC TRF BUG BGD CUST 03 AC 1236
```

On the left, the first item specifies the kind of device you are using (in this case, TTY for teletype). The number next to it is your Terminal Number (in this case, 01).

At the far right the last number is the time (12:36 in this case). Next to it is your port ID, if you have assigned one (in this case, AC).

Print at other terminals

You can ask to have a report printed at a terminal other than the one where you type the command. Simply replace the word **PRint** in any print command with the two-letter port ID (can be a default port number in the ID field) where you want the printout. When you do this, the command is placed on your Automatic List for the few moments until printing occurs and then removed. This temporary command would appear as **TEMP** if you printed your list.

Table 6
Printing at another terminal command examples

ZZ MEter ALI <CR>

Print all meter values, now, at terminal ZZ.

AUtomatic 2130 ZZ MEter ALI <CR>

Print all meter values automatically at 9:30 each evening, at terminal ZZ.

Background Terminal displays

A terminal can display messages showing each change to the information stored as that change happens. For example, every time a wake-up call is answered, or every time a room status changes, it can be displayed. If your terminal is attached to a printer, it provides a traceable record of events.

You can choose to print some or all display messages for one, two, or all three features. Do the following for each feature:

- Assign a terminal to show the display messages.
- Decide what is to be displayed, and turn these displays on.

To see which displays are turned ON or OFF, type:

(P)rint) O)ption <CR>

In the chart that prints, look at the line beginning with **DISPLAY**. An example of the chart is shown in “**System options printout example**” on page 20.

Display format

Tables 7, 8, and 9 show the display format and the column parameters.

Table 7 shows the format with Maid ID, Multi-Language Wake Up, and VIP Wake Up packages equipped.

Note: X11 Release 16 introduces Multi-Language Wake Up. Maid ID and VIP Wake Up are available with X11 Release 17 and later.

The first line shows the source of the change, the DN and the status immediately prior to the change. The second line shows the new status. At the end of the second line is the time the change took place.

After sysload, blocks of asterisk (*) characters may be printed in the occupancy and cleaning fields (columns 1 and 2) to show they have not been assigned occupancy or cleaning status. If this happens, enter the missing information.

The second line of a display message may be replaced by a warning, as described below. These warnings will also appear in a confirm message (see “Define options for the Set command” on page 17) in the same circumstances.

- **ERR: NO LAMP** An attempt was made to turn Message Waiting or Do Not Disturb condition on or off, and the room telephone has no lamp.
- **ERR: BAD LAMP** The lamp is not functioning properly.
- **ERR: NO SALE** Operations, such as check-in, were attempted on a room that is not for sale.
- **ERR: NOT VAC** A check-in was attempted for a room already occupied.
- **ERR: NOT OCC** A check-out was attempted for a room not occupied.

X11 Release notes

With X11 Release 15 and earlier, the display includes up to column 7 and the time (AT hh:mm) (up to 62 characters).

X11 Release 16 and Multi-Language Wake Up (MLWU) adds column 8 to the display. The time (AT hh:mm) follows at the end (up to 72 characters total). If MLWU is not equipped, the display remains the same as it appears with X11 Release 15.

X11 Release 17 introduces Maid ID and VIP Wake Up. This adds Maid ID information, just before column 1 and column 9, to the display. Column 9 appears whether or not MLWU and VIP Wake Up are equipped. If Maid ID is equipped, the ID number appears on the second line. If it is not equipped, or the ID not defined, blanks fill the spaces.

Table 7
Display format (with Maid ID, Multi-Language Wake Up, and VIP Wake Up equipped)

ST	54	CO	CO	CO	CO	CO	CO	CO	CO	COL9
source	02	L1	L2	L3	L4	L5	L6	L7	L8	
	xxx	CO	CO	CO	CO	CO	CO	CO	CO	COL9 AT
	x	L1	L2	L3	L4	L5	L6	L7	L8	hh:mm

ST source = how the room status was changed (what method)
5402 = Room DN (with DN Expansion equipped this number can be up to 7 digits long)
xxxx = Maid ID (one to four characters, left justified with the DN, any unused portion is left blank)
If Maid ID is not equipped, this is left blank. Output begins with Column 1.
Column 1 = vacant or occupied
Column 2 = cleaning status
Column 3 = telephone Class of Service
Column 4 = Message Waiting lamp
Column 5 = Do Not Disturb on
Column 6 = if ready for sale
Column 7 = category
Column 8 = language (if Multi-Language Wake Up is equipped)
Column 9 = VIP Wake Up (if equipped)
AT hh:mm = time the change occurred

Table 8
Display values (Part 1 of 2)

Item	Value
ST source	ST-COS (Check-in/check-out from a Class of Service key on a telephone) ST-DET (Off-hook detection of a room telephone) ST-DIAL (Dial access code from a room telephone) ST-RMK (RMK key on an SL-1 or digital telephone) ST-TERM (Terminal)
5402	Room DN (up to 7 digits with DN Expansion, up to 4 digits without DNXP)
xxxx	Maid ID number (1–4 digits)
Column 1	OCC (Occupied) VAC (Vacant) *** (no status yet)
Column 2	REQD (cleaning requested) PROG (cleaning in progress) CLND (cleaned) PASS (cleaning passed) FAIL (cleaning failed) SKIP (cleaning skipped) NSAL (not for sale) **** (no status yet)
Column 3	UNR (unrestricted) CUN (conditionally unrestricted) CTD (conditionally toll restricted) TLD (toll denied) SRE (semi-restricted) FRE (fully restricted) FR1 (fully restricted 1) FR2 (fully restricted 2) CCOS (controlled class of service) EC1 (enhanced controlled class of service 1) EC2 (Enhanced Controlled Class of Service 2)
Column 4	MWL indicates the message waiting lamp is on (blank if lamp is not on)
Column 5	DND if Do Not Disturb is on (blank if not on)
Column 6	SALE if room is for sale (blank if not)

Table 8
Display values (Part 2 of 2)

Item	Value
Column 7	CAT: 1 CAT: 2 CAT: 3 . . CAT: 14 CAT: 15 Blank if no category is assigned
Column 8	LANG: 0 or two-character mnemonic LANG: 1 or two-character mnemonic . . . LANG: 5 or two-character mnemonic Blank if default language (0) is assigned, or Multi-Language Wake Up is unequipped
Column 9	VIP if VIP Auto Wake Up is assigned (blank if not equipped or assigned)
AT hh:mm	Time of day the change occurred.

Table 9
Display format parameters (Part 1 of 2)

Item	Length	Start position
ST source	up to 7 characters + one space (If fewer than 6 characters, the spaces fill before adding the space)	0
5402	Up to 7 digits (left justified) with DNXP with NO following space (If fewer than 7 digits, the spaces fill before adding the space)	8
	Without DNXP, up to 4 digits + 3 spaces (If less than 4 digits, the spaces are filled)	8
xxxx	1–4 digits (left justified) + 3–6 leading spaces into column 1 (1 digit has 6 spaces, 2 digits have 5 spaces, etc.)	
	15 spaces if Maid ID is not equipped, or there is no Maid ID.	8
Column 1	3 characters + one space	15
Column 2	4 characters + one space	19
Column 3	3 characters + one space for padding + one space to line up	24
Column 4	3 characters + one space (or 4 spaces)	29
Column 5	3 characters + one space (or 4 spaces)	33
Column 6	4 characters + one space (or 5 spaces)	37
Column 7	Up to 9 characters total One-digit categories have 4 characters + one space + one space to line up with two digit category, + 2 digit + two spaces Two-digit categories have 4 characters + one space + two digits + two spaces If no category is assigned, 9 blank spaces are used	

Table 9
Display format parameters (Part 2 of 2)

Item	Length	Start position
Column 8	Up to 10 characters total (including the leading space) One leading space appears before the keyword LANG: begins Column 51 is where the leading space appears, column 52 is where the LANG actually begins Two-character language mnemonic format is one space to line up the column + 5 characters (LANG:) + one space + 2 character mnemonic + one space to line up with column 9 One-digit language identifier format is one space to line up the column + 5 characters (LANG:) + 1 digit language identifier + one space for padding + one space to line up with column 9. If Multi-Language is not equipped, 10 blank spaces.	51
Column 9	3 characters + one space 4 spaces if VIP is not equipped or not enabled.	61
AT	4 characters 2 leading spaces appear before keyword AT appears. 2 leading spaces + 2 characters Actually begins at column 67 due to leading spaces	65
hh:mm	Total of 7 characters including leading spaces 2-digit hour time (12:55) has 2 leading spaces + 2 digits (hh) + one character (:) + two digits (mm) 1-digit hour time (1:15) has 3 leading spaces + digit (h) + one character(:) + two digits (mm)	71 (2-digit hour) 72 (1-digit hour)

Display wake-up events

- To assign a terminal for wake-up display:

SEt Option POrt portID WAKE DIsplay (ON) <CR>

Wake up events that can be displayed as they happen are listed here.

ENTRY The attendant (or guest) enters or cancels the wake-up request.

ANSWER The wake-up call is made, and answered by the guest.

RETURN The call is returned to the attendant.

- To display wake-up events, the basic command structure is

SEt Option DIsplay event(s) (ON) <CR>

- For example, to have a message displayed whenever a call is returned to the attendant:

SEt Option DIsplay RETurn (ON) <CR>

- You can choose more than one of these events in the same command. For example, to display calls entered and calls answered but not calls returned to the attendant:

SEt Option DIsplay ENtry ANswer (ON) <CR>

- To display all three types of events:

SEt Option DIsplay WAKE (ON) <CR>

- To stop the display of wake-up calls being answered:

SEt Option DIsplay ANswer OFF <CR>

- You can turn off more than one display at the same time. For example, to turn off the display of calls answered and calls being returned to the attendant:

SEt Option Display ANswer RETurn Off <CR>

Note: The word OFF always comes at the end. Also, you cannot turn displays ON and OFF in the same command.

A typical display message would look like this:

WAKE UP 5006 NONE ATTN ENTR TO 6:45 AT 16:00

Words that may appear are shown in the following list:

ATTN ENTR	attendant entry
SET ENTR	guest entry
ATTN RETN	call returned to the attendant
TERM CHG	terminal change
CALL ANS	call answered by the guest
SYST BLKD	system blocking caused the attendant return
EQPD FAIL	a hardware failure caused the return
ATTN DEL	the attendant canceled a call
SET DEL	guest canceled a call
CHK DEL	a room status check-out command canceled a wake-up call
LNG(#) FAIL	recording for language number (#) failed or cannot be accessed
NONE	used instead of a time when there is no wake-up time scheduled
VAWU ANS	VIP wake-up call answered by guest
VAWU NOAN	VIP wake-up call not answered by guest
VAWU CANC	VIP wake-up call canceled by attendant

Display message registration events

Follow these steps to have meter changes displayed.

- 1 To assign a terminal for meter display:

SEt OPTion PORT portID **MEter DIspay (ON)** <CR>

- 2 The system DISPLAY option must be turned on to have any meter changes displayed. To turn on the system meter display:

SEt OPTion DIspay MEter (ON) <CR>

To turn it off again, just replace ON with OFF.

- 3 The meter for an individual DN must have its own display turned on as well if you wish to display changes to it. This gives you the choice of turning all meter displays on, or only those you require. To turn the display of a particular meter or groups of meters on or off, refer to **“Turn meters on and off” on page 80.**

A typical display message would look like this.

ROOM METER 1235 DISP 40 TO DISP 42 AT 16:00

The value of the meter for DN 1235 was changed from 40 to 42 at 4:00 pm.

Display room status events

- To assign a terminal for room status display:

SEt OPTION POrt portID STatus DIspay (ON) <CR>

- To turn on the display of room status changes:

SEt OPTION DIspay STatus (ON) <CR>

- To turn it off:

SEt OPTION DIspay STatus OFF <CR>

Particular sources of input can be displayed or not displayed as required. Command format is the same, using one or more of the following items in place of STatus. The choices are listed below.

CCos	CONTROL COS key on an SL-1, or digital telephone, or Attendant Console
DEtect	off-hook detection of room telephone
DIal	Dial Access using room telephone
RMk	Room Status key on an SL-1 or digital telephone
TErminAl	changes entered by typing at a terminal

Refer to “Set automatic control of room cleaning status” on page 63 and “Set check-in, check-out parameters” on page 66 for additional information.

- To turn on one of the STATUS options:

SEt OPTION DIspay item(s) (ON) <CR>

To turn any of these off, use Off in place of ON.

Note: The word ON or OFF always comes at the end, and items cannot be turned ON and OFF in the same line.

Automatic daily routines

You can store up to 12 commands on the Automatic job list for execution at a predesignated time. If you use the Automatic “CLEaning REquested” option (to change the cleaning status of all occupied rooms to REquest cleaning [RE] at a specified time), it occupies auto list entry number 12, so only 11 commands can be stored. Commands are put into the Automatic job list by specifying any valid command with the following syntax where “hhmm” is the 24-hour clock time when the command executes, and “command” is the job to be executed at hhmm.

AU hhmm command <CR>

Note: The list entry number is assigned by the system.

For example, at 11:00 p.m. create a printout of all Message Registration meters having non-zero values. Enter the following:

AU 2300 (PR) ME AL

Note: The data specified in this example is printed at the Meter print port if one has been assigned or at the terminal entering the information. If you want the data to print to another terminal, enter a Port ID in the command field (for example, **AU 2300 Port id ME AL**).

If the list is full (that is, contains 12 entries), you must delete one of the stored entries before another command can be added to the list. To delete an entry in the Automatic job list, use the following command. Note that “nn” is one of the entries in the Automatic list.

SE AU nn OF

To print the contents of the Automatic Job list, enter:

(P)rint A)utomatic

Output may look like this, where “AB” and “CD” are port IDs.

```
01 AUTO AT 9:00 AB PR WA 0 9999
02 AUTO AT 9:00 CD PR WA 0 9999
```

If two jobs are scheduled for the same time, the job with the lower entry number is processed first. If the first job is finished within the same hour, the second job starts immediately after the first one is done. If it is already the next hour when the first job is finished, the second job will not be executed at all.

To print all the wake-up calls at 10:00 p.m., enter the following command where “H1” and “H2” are the port IDs:

AUautomatic **2200 H1 H2 W**ake **ALI**

— To print the contents of the automatic list:

(Print) **AU**automatic **<CR>**

You will receive a copy of the contents of your Automatic job list. Each command in the list has a number in the range 1–12.

— To remove a command from the Automatic list:

Print the list, as described above, to find the number of the command you wish to remove, then use the following command to remove it:

SEt **AU**automatic **nn O**ff **<CR>**

where “nn” is the number of the item you wish to remove from the list.

Table 10
 Generating automatic daily routines

AU automatic 900 (P rint) ST atus ALI <CR>								
Add a command to the list. This command tells the system to print the status of all guest rooms at 9:00 each morning.								
AU automatic 1730 (P rint) ME ter 4201 4225 <CR>								
Add a command to the list. This command tells the system to print all non-zero telephone meters from DN4201 to 4225 at 5:30 each afternoon.								
SE t AU automatic 1 O ff <CR>								
Remove item 1 from the list.								
(P rint) AU automatic <CR>								
Print the contents of the Automatic list. If it contained the two items above, it would look similar to this.								
01	AUTO	AT	9:00	AB	PR	ST	0*	9999*
02	AUTO	AT	17:30	CD	PR	ME	4201	4225
* 0–9999 represents ALI.								

Full Automatic list

If your list becomes full because of a temporary command, you will get a message TRY AGAIN. Simply wait a few minutes and type in your command again.

If your list already has 12 entries and you try to add another item (number 13), you will get a message LIST FULL. You must remove an item before you can add a new one. An automatic cleaning requested procedure (see “[Set automatic control of room cleaning status](#)” on page 63) always uses list entry 12 and will not be shown as a list member. If so, your list is full with 11 entries.

Traffic data

The traffic printout shows system activity for a 24-hour period. It gives wake-up call statistics and display message statistics.

— To request the traffic printout:

(P)rint T)raffic <CR>

To have it printed at another terminal, replace the word P)rint with the port ID where you want it printed.

To have it printed at the same time every day, add this command to the automatic list (see “Generate Automatic Daily Routines”). The format for a traffic printout is shown in [Table 11](#).

Table 11
Traffic printout format (Part 1 of 2)

System	DD(a)	TIME	0:00(b)			
WAKEUP	dd(a)	0000(c)	0000(d)	0000(e)	0000(f)	0000(g)
	0000(h)	00.0(i)	00.0(j)	0000(k)	0000(l)	
DISP	TOT		0000(m)	0000(n)		
	PORT*(o)		0000(p)	0000(q)		
Legend: a = date b = time c = total number of wake-up calls (includes successful and failed calls) d = total number of calls answered after one attempt e = total number of calls answered after two attempts f = total number of calls answered after three attempts g = total number of calls returned to the attendant (unanswered or blocked)						

Table 11
Traffic printout format (Part 2 of 2)

h =	number of times a full time interval caused an attendant entry failure
i =	average call answer time in seconds
j =	average call holding time in seconds
k =	number of times the default AWU RAN routes are used due to language RAN route failure.
l =	number of VAWU attempts that do not find an idle attendant. Maximum of 3 attempts per VAWU request.
m =	total number of display messages
n =	total number of display messages that failed on all ports. The display message handled on any BGD that failed on others is not included.
o =	port ID or a terminal number
p =	total number of display messages on the port
q =	total number of display messages on the port that failed

Display option

A message can be printed to record each change made to Hotel/Motel feature data as it occurs. These optional display messages provide a traceable record of events. One or more terminals must be assigned to print these messages.

— The following is the command structure to set display options.

SE OP DI items **ON/OFF**

Choices for items to be displayed are as follows.

Automatic Wake Up items

AN calls answered

EN calls entered/deleted

RE calls returned to attendant

WA wake, which includes all three event types

Message Registration To enable the display of meters in general, use ME for “item” in the command above. Individual meter display can then be turned on or off as required.

SE ME dn DI (ON), OFF
dn1 dn2
dnx
ALI

The last two words, DI ON/OFF, can be added to the end of a command that sets meter values.

Room Status Display choices can be changed in several ways.

CC CCOS key on a telephone
DE off-hook detection of room
DI Dial Access using a room phone
RM Room Status key (RMK) on an SL-1 or digital telephone
TE a terminal
ST status, which includes all five of these input sources

Display queue size If the volume of display messages required is large, queue wrap-around may cause the loss of some messages. On the Traffic printout the number of display messages lost is shown. Increasing the display queue size (default is 20 messages) is a service change operation in LD 17.

Call Number Information Messages

Call Number Information Messages are available in X11 Release 12 and later. If the terminating telephone has Call Number Information Allowed (CNIA) Class of Service, the system sends Call Initiation and Call Termination messages for calling and called DNs on a real-time basis to the BGD port.

Message formats sent to the BGD port are shown below:

- ST-CI xxx...x yyy...y
- ST-CT xxx...x yyy...y

Legend:

xxx...x = Calling DN
yyy...y = Called DN

Call Initiated (CI) A Call Initiated message is sent when the terminating telephone has Call Number Information Allowed (CNIA) Class of Service (CLS) and one of the following conditions occurs:

- The telephone handset is lifted and a number dialed.
- The call is reestablished from on-hold status.
- The telephone is the third party in a call transfer.
- The telephone terminates a forwarded call.
- The call is picked up by a station.
- The Call Waiting key on a CNIA telephone is pressed.
- The call is extended by an attendant.

Call Terminated (CT) A Call Terminated message is sent when the terminating telephone has Call Number Information Allowed (CNIA) Class of Service (CLS) and one of the following conditions occurs:

- Call termination to a non-CNIA telephone
- Call Forward No Answer (CFNA)
- Call Park
- Call Transfer from originating or terminating telephones
- Call Pickup received by the telephone
- Conference call
- Call On Hold

No messages are sent in the following cases:

- Dial Intercom calls
- Overridden calls
- Attendant calls
- CNIA-originated calls
- Automatic Wake Up calls
- Trunk calls

Operating parameters

Class of Service for CNIA is limited to 60 telephones and is assigned in LD 10 and LD 11. LD 20, LD 81, and LD 83 modify printing and counting, based on CNIA/CNID CLS. Refer to *X11 features and services* and *X11 Software input/output guide*.

A telephone that is assigned Virtual ACD Agent (VMA) Class of Service cannot be assigned CNIA Class of Service.

Collocated telephone and TTY equipment is needed to fully implement this feature.